

PROPORTAL TRAINING MANUAL

The screenshot displays the ProPortal ticket entry interface, which is divided into several sections. The top bar includes a 'Welcome' message and a 'Ticket' tab. Below this, there are buttons for 'Suspend', 'Save and Close', 'Save', 'Update', 'Replicate', 'Action', and 'View'. The interface is numbered 37.

Excavator Section:

- Phone: 2
- Company Name: 3
- Address: 4
- City/State/Zip: 5
- Fax #: 6
- Caller: 7
- Name: 8
- Cell: 9
- Email: 10
- Field Representative: 11
- Contact: 12
- Phone: 13
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- Duration: 15
- Working For: 16
- Explosives: 17
- Premark: 18
- Directional Boring: 19
- Overhead: 20
- Custom: 21
- Address To: 22
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Work Location Section:

- Ticket/Work: 25
- Start Date/Time: 26
- St/County/Place: 27
- Address: 28
- Intersection 1: 29
- Distance/Direction: 30
- Remarks: 31

Map Section:

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Search Results Section:

- Search Results: 34

Footer:

- 40 test@dhl.com test@dhl.com
- 35
- Notice: 72 | Compliant | Elapsed: 02:17 | 01/03/2019 09:02:10 AM | test@dhl.com

This is the ProPortal ticket entry interface. Each field and feature are numbered. This document will explain each numbered item. Fields that are colored Red are required fields. Leaving a required field blank will result in an error when you try and Suspend or Save the ticket. Some of the contact fields will auto-populate with data based on your saved login information. The fields that will auto-populate are labeled with an *.

For New Users Only

All new users are required to review this document, watch the training video, and pass a simple test to be able to access the ProPortal. We do this to insure a thorough understanding of the system. Failure to properly process a ticket can result in facilities not being located accurately or at all. That poses significant risk to you and your co-workers.

After passing the test and gaining access to the ProPortal, Diggers Hotline will place your login ON SUSPEND. ON SUSPEND can be viewed as a probationary period where we review your tickets to make sure they are accurate and safe. When you are ON SUSPEND you will only be able to Suspend tickets. Suspending a ticket sends it into a queue where a trained Diggers Hotline agent will open it, review all the information, and do one of 2 things. If the ticket is good, the agent will finalize it, which sends it to all the members and sends a copy to your email. If there is an issue with the ticket, the agent will contact you as soon as possible to review and correct the concerns.

If you can get through 30, consecutive, error-free tickets, we will move you from ON SUSPEND to OFF SUSPEND. OFF SUSPEND means you will be able to fully process tickets without any intervention from a Diggers Hotline agent.

1. **New Ticket** - When first logging in, the main screen area will be blank. To file a ticket, you will need to click New and then click the Ticket option. That will open a new blank ticket in the main area to the right.
2. ***Phone** – This should be either a generic phone number for your company, or your individual office phone number.
3. ***Company Name** – The name of the organization you work for.
4. ***Address** – Your company mailing address. Example would be 1234 N. Main St.
5. ***City/State/Zip** – These fields also pertain to your company mailing address.
6. **Fax #** - If you want to list a fax number for your company it can be entered here.
7. ***Caller Name** – This is your name as the person filing the ticket. If other people from your company file tickets with the same phone number, you may see their names as options in the drop-down menu. However, this field should always be the name of the person filing this specific ticket.
8. **Caller Cell** –You can change it to be your cell phone if you would like to.
9. ***Caller Email** – This will populate with the email address you used when signing up for the Portal.
10. ***Field Representative Contact** – This is the person responsible for the excavation at the work site.
11. ***Field Representative Phone** – Please provide a valid phone number where the Field Representative can be reached should members have any concerns or questions regarding the work site. A valid number that can be reached for after-hours emergency tickets is especially important. This phone number should typically be a cell phone and not an office phone. If the Field Representative phone number is the

same as the other phone number above (Excavator Phone) you can leave the field blank or copy the other phone number into this field.

12. ***Field Representative Email** – If the Field Representative has an email address, please provide it here. This can be useful for members if they are having difficulties reaching the person by phone.
13. **Best Time** – If there is a good time to reach you or the Field Representative, you can specify it here.
14. **Working For** – Please identify who the work is being done for. If the work is being done for your company, you can copy your company name into this field.
15. **Duration** – You can identify how long your project will take if you think it is valuable to the member companies.
16. **Checkboxes** – Each of the checkboxes refer to questions. If you answer “YES” to any of the questions, you should check the checkbox. If you answer “NO” you should leave the checkboxes blank. The questions are:
 - Explosives – Are you going to use explosives in your work?
 - Overhead – Are you going to use equipment reaching 14 feet or higher in the air? If you are, will that equipment be within 25 feet of an overhead line? If you answer “YES” to both, check the checkbox.
 - Directional Boring – Will you be using boring equipment in your work?
 - Premark – Will the area where you are digging be identified in some way by using white paint, flags, or stakes?
17. **Address To** – If you are filing a Stretch of Road ticket and are using addresses as the starting and ending points, you would put the ending address in this field. The starting address would be identified in the Work Location → Address field (item 25.)
18. **Intersection 2** – If you are filing a Stretch of Road ticket and are using intersections as the starting and ending points, you would use this field to identify the ending intersecting street. Intersection 1 in the Work Location area would be where you enter the starting intersection street.
19. **Side of Street** – If your work is only going to be on one side of the street, please identify which side of the street the work will be on. If your work is going to be in the entire road or will be on both sides of the road, leave this field blank.

20. Ticket Types

In the Geocall system there are many ticket types. There are two general categories of ticket types: Ticket types for original, or new, tickets, and ticket types that impact a previous ticket.

Most ticket types, except for the emergency ticket types, are bound by working day and working hour rules. When you see the term “Working Days” below, that will typically refer to 6am to 6pm, Monday through Friday, excluding weekends and legal holidays. Any ticket filed after those normal working hours will have the start date and time clock start at the beginning of the next working day and then go the minimum required waiting period from that date and time.

The following are ticket types used for new tickets.

Ticket Type

Appointment

Default Start Date & Time

3 Working Days for Appointment Date, 3 Working Days from Appointment Date for Start Date and Time.

Explanation

Appointments are generally used for large, or complex work sites. Appointments require a meeting first (the Appointment Date and Time) and then member companies are allowed 3 working days to locate the area after the Appointment Date. Appointment times can only be set between 9am and 3pm on Working Days.

Ticket Type

Emergency

Default Start Date & Time

1 hour from Current Date and Time

Explanation

An emergency locate request may be requested when excavation must begin prior to the standard three business days.

An emergency exists only when one or more of the following conditions exist:

- The unforeseen excavation, which, if not performed, could result in the loss of life or limb.
- The excavation is required to repair the outage of an existing service.
- Excavation is required prior to three business days in order to prevent property damage.
- An unstable condition exists which may result in any of the conditions listed above (for example, a leak in any service or main, or a fault in a primary or secondary wire and/or cable).
- FOR FACILITY OWNERS ONLY: Immediate excavation is required by the facility owner to move, abandon, or cut off any facilities due to receiving less than three business days' notice from a contractor.

When filing an emergency locate request, indicate that an emergency situation exists and be prepared to explain which of the above conditions is in effect. Diggers Hotline will prepare the ticket for immediate transmission and issue a start date equal to the time the excavation is scheduled to commence. However, all utilities must respond before you are legally cleared to dig.

Most Emergency Tickets show a start date and time one hour from the time the locate request is filed. Other Emergency Tickets show a start date and time that matches when the excavation is scheduled to begin. In both cases, the excavator is not cleared for excavation until all member utilities have responded. The start date and time listed on an Emergency Ticket is not when an excavator is clear to dig.

The one-hour period is the timeframe that member utilities have to respond to the request, either in person with marks or by phone, to indicate when the marking will occur. Member utilities will mark facilities as soon as possible and the marking should be completed within three hours. It is understood that circumstances may arise where a three-hour response time is not possible. The state law allows for 24 hours to respond to an emergency, but Diggers Hotline members have agreed to the quicker response time.

Ticket Types

Planning-Locate, Planning-Prints, Planning-Appointment

Default Start Date & Time

For Planning-Locate and Planning-Prints it is 10 Calendar Days from the current date and time. For Planning-Appointment it is 3 Working Days for the Appointment Date & Time, 10 calendar days from the Appointment Date for Start Date and Time.

Explanation

Planning tickets are pre-construction, design-stage tickets. By law, you can request the facility owners to mark their facilities, identify their facilities through an exchange of prints, or you can request they respond both ways. Planning-Locate will require the facility owners to mark the area with paint and flags. Planning-Prints will result in the exchange of prints between the facility owners and the planner. You are not allowed to excavate on any planning ticket. Planning tickets are for informational purposes only. If you want both response methods, you have to file 2 tickets and choose each ticket type on 1 of the tickets.

A Planning-Appointment was created to allow a meeting to explain the work site first. You have to wait 3 working days for the Appointment, and then facility owners have 10 calendar days to locate your area.

Ticket Type

Project

Default Start Date & Time

3 Working Days for Appointment Date, 3 Working Days from Appointment Date for Start Date and Time.

Explanation

A Project ticket is a specialty type for large, ongoing projects that will require frequent relocating due to the amount of additional construction activity or nature of the work resulting in locate markings being repeatedly removed or destroyed. Large road projects would be a good example of work that might benefit from a Project ticket. Project tickets are similar to the Appointment ticket, with the following additional parameters:

- At the time of the Appointment, the excavator and locators would establish the parameters for ongoing locating of the project. Documentation establishing those parameters should be signed and exchanged between the parties.
- Excavators would not have to call Diggers Hotline for relocates as long as the established parameters are being met. They would call the locators directly if they needed additional locating outside of the original parameters, or if anything changed with the project that would impact those original parameters.
- If the parameters are not being met by any of the locators, the excavator can contact Diggers Hotline for an official relocate. The 1 Hour relocate would be allowed as with any other Appointment ticket.

The benefit of a Project ticket is two-fold. It opens up the lines of communication between the excavator and the locators to make sure relocate needs are met in a timely and reasonable fashion. It also allows the excavators to bypass having to call Diggers Hotline for relocates as long as the parameters established, and signed off on at the meeting, are continuing to be met.

Ticket Type

Standard

Default Start Date & Time

3 Working Days from the Current Date and Time.

Explanation

Standard is the default ticket type for most new tickets.

Ticket Types

Correction-Appointment, Correction-Emergency, Correction-Planning-Appt, Correction-Planning-Locate, Correction-Planning-Prints, Correction-Project, Correction-Standard.

Default Start Date & Time

Will depend on the option selected.

Explanation

Corrections are to be used when you need to change a piece of information on the previous ticket. Corrections only allow you to change information that does not apply to the dig location. County, Municipality, Work Site Address, Intersection 1, and the work site polygon all cannot be changed. Corrections are also only allowed if the start date and time has not passed. If a piece of information needs to be changed, and it is not one of the fields identified above, the Correction should be used. Member companies are not billed for Corrections.

The name of the Correction will identify what the default start date and time will be. For example, Correction-Appointment will have the same start date and time as an Appointment ticket. Correction-Planning-Locate will have the same default start date and time as the Planning-Locate ticket.

Ticket Types

Update-Appointment, Update-Emergency, Update-Planning-Appt, Update-Planning-Locate, Update-Planning-Prints, Update-Project, Update-Standard.

Default Start Date & Time

Will depend on the option selected.

Explanation

Updates are similar to Corrections, except Updates allow any piece of ticket information to be changed, including the work site polygon. Update should be used if the County, Municipality, Work Site Address, Intersection 1, or the work site polygon needs to be changed and the start date and time has not passed or if any field needs to be changed after the start date and time has passed.

The name of the Update will identify what the default start date and time will be. For example, Update-Appointment will have the same start date and time as an Appointment ticket. Update-Planning-Locate will have the same default start date and time as the Planning-Locate ticket.

Ticket Type

Cancel

Default Start Date & Time

Not applicable.

Explanation

If your work has been canceled for some reason, or is no longer necessary, you can file a Cancel ticket. Cancelling a previous ticket tells the locators that they no longer need to locate your ticket. You will need to put a reason for cancelling the ticket in the Remarks field of the ticket.

Relocate Tickets

If the markings at your job site are ever missing or destroyed, your work does not start within 10 calendar days of your start date and time, or your work stops for more than 10 calendar days at any point, then you will need to file a relocate. The relocate ticket types will not be available if the start date and time of the ticket has not passed yet. When relocating your ticket, the system will not allow you to change any of the ticket information except for the Marking Instructions. And you can only change the marking instructions if it is to make the area smaller.

The type of Relocate available to you is dependent on whether your ticket is considered “valid” or not. Tickets are considered valid if the work began within 10 calendar days of the official Start Date and Time AND work has not stopped for more than 10 calendar days at any point.

Just like Emergency tickets, the 1 hour start date and time for Crew on Site relocate DOES NOT mean you can begin digging in 1 hour. The 1 hour is the time locators have to respond to you, either on the phone or at the work site to let you know when the locating can be completed.

A Crew on Site (1 hour) and 24 Hour Relocate should not be selected if it is after February 1st and the ticket being relocate is from before November 1st of the prior year. In other words, if the last ticket (original or relocate) was called in before November 1st and your crew shuts down for the winter without finishing that project, you cannot use the Crew on Site or 24 Hour relocates if you are relocating that ticket the next spring (more specifically, after February 1st.)

All relocate ticket types are bound by the working day and working hour requirement, except for the Relocate-Emergency. Crew on Site relocates are NOT considered emergencies. If a Crew on Site relocate is filed after normal working hours, the default start date and time will be 1 hour from the beginning of the next working day.

Relocate Type

Relo-24 Hours

Default Start Date & Time

24 working hours from the current date and time.

Explanation

If your ticket is “Valid” (as explained above) and your crew is either not on site or en route or you do not need an immediate response time, you should use the Relo-24 Hours ticket type.

Relocate Types

Relo-Appointment & Relo-Project

Default Start Date & Time

3 Working Days for Appointment Date, 3 Working Days from Appointment Date for Start Date and Time.

Explanation

Relo-Appointment and Relo-Project create another new appointment ticket with the same default start date and time parameters as an appointment ticket. Relo-Appointment and Relo-Project should be used if your original appointment or project ticket is no longer “Valid.”

Relocate Types

Relo-Appt-Crew On Site & Relo-Project-Crew On Site

Default Start Date & Time

1 Working Hour from the Current Date and Time.

Explanation

If your original Appointment or Project ticket is still “Valid,” and your crew is on site or en route, you can choose these ticket types.

Relocate Type

Relo-Crew On Site

Default Start Date & Time

1 Working Hour from the Current Date and Time.

Explanation

Relo-Crew on Site should only be used if your ticket is "Valid" and your crew is on site or en route. If either of those are not true, you need to choose the Relo-Standard or Relo-24 Hours.

Relocate Type

Relo-No-Show

Default Start Date & Time

1 Working Hour from the Current Date and Time.

Explanation

If a member company has not responded to your previous locate request and you can identify which member has not responded, you can use the Relo-No-Show instead of a Relo-Crew On Site. The Relo-No-Show has the same requirements as the Relo-Crew On Site, but it allows you to not notify (or suppress) the sending of the ticket to the members that did respond properly to your previous locate request. Using the Relo-No-Show is beneficial because the members that responded properly do not have to be notified again and pay for another ticket to be located.

If you are not sure which members have or have not responded, you can use the Relo-Crew On Site ticket type.

Relocate Types

Relo-Planning-Locate and Relo-Planning-Prints

Default Start Date & Time

10 Calendar Days from the current date and time.

Explanation

If you submitted a Planning ticket and need that ticket relocated, these are the options you would use. They have the same parameters as the regular Planning tickets.

Relocate Type

Relo-Standard

Default Start Date & Time

3 Working Days from the Current Date and Time.

Explanation

If your ticket is NOT “Valid,” then you have to use this relocate type.

Relocate Type

Relo-Emergency

Default Start Date & Time

1 hour from Current Date and Time

Explanation

If your previous ticket is an Emergency, and your emergency situation still exists and you need the area relocated, then you can use the Relo-Emergency ticket type. The Relo-Emergency has all the requirements of the regular Emergency ticket and also has the same default start date and time as an Emergency.

21. **Type of Work** – You can select from an appropriate option in the drop-down list or you can type what kind of excavation you will be doing. “Excavation,” “Digging,” and “Construction,” are not descriptive enough. Please be more specific if you enter a type of work.
22. **Start Date and Time** – The Start Date and Time will default based on the Ticket Type you choose. Start Times will default to the quarter hour. If you start a ticket at 10:05AM, the Start Time will be 10:15AM. You can move out your Start Date and Time up to 30 calendar days from the current date and time. If you do so, do not set your start date on a weekend or legal holiday. If you change your start time, do not set that time outside the normal business hours of 6am to 6pm. You cannot set a Start Date and Time earlier than the legal waiting period.
23. **County** – This is where you will start to identify where your work will be taking place. The State field will always be gray and set for WI. Start typing the County where your work will take place in the County field and choose the correct option from the drop-down list.
24. **Place (Municipality)** – Once you choose a County, the place field will have the municipality options for that county. Choose the appropriate municipality where your work is taking place.
25. **Address** – The Address is made up of 5 potential fields. The first is for the civic number of the work location (if your location has an address.) Address can be regular civic numbers (123), fire numbers (W1234) or coordinate/double-directional (N12W12345). If you do not have an address you can leave this first field blank. The 2nd field is for the directional modifier of the street. If your address is 123 N Main

St. “N” would go in the 2nd field. The 3rd field is for the Street Name. The 4th field is for the type of road (ST, RD, BLVD, CT, etc.) The last field is if the road has a suffix (123 Main St W). “W” would go in that field in that example.

26. **Intersection 1** – This should be the nearest intersecting street or the nearest main intersecting street to the address or work location on the Street provided.
27. **Search Arrow** – If you enter address information and want to search for the roads, you can click this arrow and street search results will appear in the Search Results window (item 33) in the bottom right of the screen. You can then choose from the results to identify your street and intersecting street accurately. This is covered in greater detail in the training video.
28. **Return Results Arrow** – Once you find your street and intersecting street in the Search Results window, you can click this button and the system will populate the Address and Intersection 1 fields with the data from your selection. This is covered in greater detail in the training video.
29. **Distance/Direction** – You will need to identify how far and in what direction your address/work location is from Intersection 1. You can type it like this: Distance – Measurement Type – Direction. Some examples would be:
- 100 Feet W
 - ½ Mile S
 - 3 Blocks E
30. **Marking Instructions** – In the Marking Instructions field you will describe the exact area you need marked out. There are some guidelines you should try and follow when giving marking instructions.

Do not use right and left as directions, as they are relative points of view. Use compass points when describing directions.

If excavation will be in a road area, identify where. For example, from curb to curb, from lot line to lot line, from center line of road to N,S,E,W lot line or curb, or short side or long side service connection.

If you are working along lot lines, identify which (N,S,E,W) lot line it is. Refrain from using “Mark Entire Lot.” Certain lots can be large in size. Selecting areas that are drastically larger than necessary results in significant time and cost increase for the member companies. If you are processing an appointment, describe, as best as possible, the extent of your work in the Marking Instructions field.

If your locate request is for a Stretch of Road and involves the marking of intersections, the maximum radius of intersections is 100 feet. This restriction only applies to Stretch of Road tickets not for single intersection locate requests.

Here are some examples of Marking Instructions that may assist you in defining your work site.

AREA - An area is a portion of land to be marked with at least two fixed sides as reference points and two sides that can be defined by fixed points or footages. In this example the Marking Instructions would read: “MARK FROM THE S SIDE OF THE BUILDING TO THE S LOT LINE FOR THE WIDTH OF THE LOT.”

RADIUS - A radius is a line segment that extends from the center of a circle or sphere to the axis of rotation or circumference. Radii are generally marked around single points/objects, like poles, stakes, flags, corners of homes/buildings, etc. In this example the Markings Instructions would read: "MARK A (#) FOOT RADIUS OF THE SW CORNER OF THE HOME."

PATH - A path is a line with an equal distance marked on each side that travels between two fixed points. In this example the Marking Instructions would read: "STARTING AT THE NE CORNER OF THE GARAGE, MARK A (#) FOOT WIDE PATH GOING STRAIGHT E TO THE PEDESTAL."

RROW - The Road Right-of-way is the entire designated street area between the property lines along each side of the street. This often includes the shoulder and/or terrace and sidewalk areas. The Right-of-way can be split into halves from the centerline of the road. In this example the Marking Instructions would read: "MARK THE ENTIRE ROAD RIGHT-OF-WAY OF MAIN ST FROM 1ST ST GOING E TO 2ND ST."

PERIMETER – The perimeter is the length of the line that bounds an area. The word may also be used to refer to the boundary line itself. We consider a perimeter as the distance around all sides of an area. Perimeters are generally marked around homes, buildings, or other structures. In this example the Marking Instructions would read: "MARK A (#) FT PERIMETER OF THE HOME."

Marking Instructions can generally be formatted in one of three ways when referencing the beginning point for the instructions: (1) you can start with the beginning point first and then describe what needs to be marked and its ending point, (2) you can describe what needs to be marked, and then indicate where it will be starting from and ending at, or (3) you can describe what needs to be marked and then indicate distance/directions to end point, concluding from the beginning point. All are acceptable; find which method works best for you.

Here are some examples of Marking Instructions:

AREA:

- Starting at S side of Bldg, mark an area going S to the S lot line for the width of the lot.
- Mark an area from the S side of the Bldg to the S lot line for the width of the lot.
- Mark an area to the S lot line for the width of the lot from the S side of the bldg.

PATH:

- Starting at the NE corner of the Garage, mark a 10ft wide path going E for 150ft.
- Mark a 10ft wide path from the NE corner of the Garage going E for 150ft.
- Mark a 10ft wide path going 150ft E from the NE corner of the home.

RROW:

- Starting at the above intersection, mark the entire RROW of Main St going E to 2nd St.
- Mark the entire RROW of Main St from 1st St going E to 2nd St.
- Mark the entire RROW of Main St going E to 2nd St from 1st (or from the above intersection).

Radii and Perimeters are a little different. Because there are only two parts present in these types of Marking Instructions, there can be only two different ways of writing them. For example:

RADIUS:

- At the SW corner of the home, mark a 20ft radius.
- Mark a 20ft radius of the SW corner of the home.

PERIMETER:

- There is a barn on the property. Mark a 100ft perimeter around it.
- Mark a 100ft perimeter of the barn.

31. **Remarks** – Remarks can be used for any other information you think is valuable for the locators. If you are filing an Emergency ticket, the reason for the emergency will go in the Remarks field.
32. **Map Window** – This is where you will draw your work site polygon. How to draw your work site polygon in the map explained in detail in the training video.
33. **Map Tools and Drawing Tools** – These are the various tools available to manipulate the map. These are explained in the training video.
34. **Search Results** – As mentioned in items 27 and 28, you can search for streets and intersecting streets. When you enter full or partial address data in field 25, you can click the Search Arrow (Item 27) and results will appear in this window.

Scroll down to “Exact Match” or “Street Begins With” or “Similar Streets” to find the street you are working on. When you find that street select it from the list. A list of intersecting streets will appear.

Select the appropriate intersecting street from the list.

When the intersecting street is selected, click the Return Results Arrow (Item 28) and the system will populate the Address and Intersection 1 fields with the streets you selected in the Search Results window.

NOTE – Ignore the results for “Address Property Boundary” and “Bing Results.” These will not work properly with the Return Results Arrow.

Once you click the Return Results Arrow and the fields populate, if you click the Search Arrow (Item 27) again, you will see an option in the Search Results window for, “Address Property Boundary.” If you click that address listed under Address Property Boundary, the map will zoom to the specific lot where your work is taking place. This will only work in areas where the Diggers Hotline map has lot line data.

Using the Search Results is illustrated further in the training video.

35. **Layers** – The map has a few layers you can turn on and off to help you accurately draw your work site polygon. Layers are shown in the training video too. The Layers are:
- Map – This is the default option selected. It displays the Diggers Hotline map.
 - Aerial Photos – Selecting this option will bring the county and municipal borders layer to the forefront for viewing and reference.

- Grids – This will display the TRSQ layer.
- Imported Map Notes – This option will show Map Notes if there are some in the map.
- Bing Labeled Aerials – Diggers Hotline purchased the right to utilize Bing Map Data. Selecting this layer will show the aerial photo images for the area you are searching.
- Bing Road Map – If this is selected, it will use the Bing base map data instead of the default Diggers Hotline map data.

36. **Member List** – After you draw your work site polygon, the system will automatically generate the list of members that have facilities in your area. The phone number below the member name and code is the DBH number for the member. DBH stands for During Business Hours and is generally the number to the locators. This number can be used if you have questions or concerns and need to talk to the locators. The checkboxes next to the member names is what you select to Suppress the member (for No-Show Relocates.)

37. **Ticket Buttons** – The buttons are explained below and covered in the training video. Note, some buttons are not available unless you are searching for tickets.

- Suspend – This is the button you will use when you are ON SUSPEND and ready to submit your ticket. This button will save your ticket information and place it into a queue at Diggers Hotline for a trained CCR to review it.
- Save and Close – When you are OFF SUSPEND, this option will finish your ticket, send the ticket to all the members in the member list, send a copy of the ticket to your email address, and close the ticket window. This button will not be available when you are still ON SUSPEND.
- Save – Save does the same as Save and Close except it does not close the ticket window. This is the preferred option if you have more than one ticket to process. The completed ticket remains on the screen and allows you the option to Replicate (copy) it.
- Update – Update will only be available when you have opened a ticket through the Search option. Update will take a previous ticket, open it, and allow you to perform other ticket options on it (Cancel, Relocate, Update, or Correction.)
- Replicate – This is also only available when you have opened a ticket through the Search Engine. This will copy all of a previous ticket's data into a new ticket. It can save you the time of having to re-key all the fields if only a few fields have changed. Be aware, this also copies your work site polygon. You will have to clear that polygon and draw a new one that accurately reflects where this new work area is located.
- Action – The Action options will only be available if you are viewing a previous ticket from searching. The Action options are:
 - Print – To print a copy of your ticket.
 - Send To – To email a copy of your ticket to any email address.
- View – View is also only available when working with a previous ticket. This allows you to view the History of the ticket.

38. **Search** – This area allows you to search on your previous tickets. You will only be able to search for tickets you or your company has submitted. There are 2 search options:

Excavator by Number – This search allows you to enter a ticket number only and search for that specific ticket.

Excavator Search – This will open another small window with a series of searchable options. You can use any combination of these search fields.

First Start Date Time & Last Start Date Time – Use these to search for tickets within a specific date range.

Company Phone – The phone number listed in the Excavator → Phone field.

Caller Name – The name of the person that filed the ticket.

County – The County identified where the work is taking place.

Place (Municipality) – The Municipality identified where the work is taking place.

Address – The civic number of where the work is taking place.

Street – The Street the work is taking place on.

Intersection 1 – The intersection identified in the work location.

Ticket Type – What type of ticket it was.

After searching, the result(s) will appear in the main window area.

39. **Links** – These are just a few useful links if you need them.

40. **Log Out** – If you click on your email address at the bottom-left of the screen, it will log you out of the ProPortal.

Area Allowed on a Ticket & Specialty Tickets

When filing a ticket, there is an important rule to remember. Every address or lot requires its own ticket. We refer to that as the “One Address – One Ticket” rule. It does not matter if you are filing the ticket as a Standard, Emergency, Appointment, or Planning ticket, this rule applies to all tickets except for 2 specialty tickets. Those tickets are:

Stretch of Road/From-To Ticket

The Stretch of Road ticket has some specific criteria that must be met to qualify.

- Utility or municipal work will only be allowed to utilize the Stretch of Road/From-To Ticket.
- Work must be taking place along a single road.
- Acceptable types of work would include sewer/water/gas/electric/communications main burial, pole installation/replacement, ditch cleaning, shoulder grading, tree planting, etc.
- If project turns onto a different street, a second ticket is required.
- If the Stretch of Road is longer than 2 miles, you are required to file the Stretch of Road as a Project Ticket (see Item 20, Ticket Types above).

You can establish the From-To using either an address range (from 100 W. Main Street to 500 W. Main Street) or can use intersecting roads (from the intersection of 1st Street and Main Street to the intersection of 5th Street and Main Street.)

You can request a radius of intersections as part of their Marking Instructions, but that radius can be no larger than 100 feet.

Multiple Dig Site Ticket

The Multiple Dig Site Ticket will allow you to file one ticket for multiple, vertical-type excavations. The types of work allowed on this type of ticket are: tree planting projects, utility pole projects, sign posts, soil borings, multiple mail box installations and other similar type vertical excavations.

Multiple trench or plow type horizontal excavations (service drops, road crossings, etc.) must be filed as one address, one ticket.

If you are filing this type of ticket, you must:

- File the ticket as an APPOINTMENT.
- Place the phrase "MULTIPLE DIG SITE TICKET" in the Remarks field.
- Work closely with locators to ensure that locators have enough time to locate the areas where work is taking place.
- A relocate request should be handled the same as a relocate of an appointment ticket.

Searching For Previous Tickets

The screenshot displays the Diggers Hotline software interface. On the left is a sidebar with a 'TEST SYSTEM' header, a 'Tasks' section, a 'New' button, a 'Search' button, and a 'Ticket' button. Below these are two search options: 'Excavator Search' (indicated with a plus sign and the number 1) and 'Excavator By Number' (indicated with a plus sign and the number 2). At the bottom of the sidebar are 'Links' and a status bar showing 'test@dhl.com test@dhl.com'.

The main window is titled 'Ticket - Excavator' and shows a table of tickets. The table has columns for Number, Date Time Ticket, Start Date Time, Company Name, Company Phone, Caller Name, County, Place (Municipality), Address, Street, Intersection 1, and Ticket Type. The table displays 6 rows of data, with the first row highlighted. The status bar at the top right indicates 'Displaying 1 - 6 of 6'.

Number	Date Time Ticket	Start Date Time	Company Name	Company Phone	Caller Name	County	Place (Municipality)	Address	Street	Intersection 1	Ticket Type
20190100326	01/03/2019 04:2...	01/03/2019 04:23:45 PM	Mike's Testing	2626262947	Frank Michael	Calumet	CHILTON CITY		CALUMET ST	N FRANCHIS...	Relo-Appt-Crew On Site
20190100317	01/03/2019 02:4...	01/03/2019 02:48:37 PM	Mike's Testing	2626262947	Frank Michael	Milwaukee	MILWAUKEE CITY	4968	S 19TH ST	W HOLMES ST	Relo-No-Show
20190100316	01/03/2019 02:4...	01/03/2019 02:47:28 PM	Mike's Testing	2626262947	Frank Michael	Brown	GREEN BAY CITY		N WASHINGTON ST	CHERRY ST	Relo-Standard
20190100313	01/03/2019 02:3...	01/03/2019 02:02:25 PM	Mike's Testing	2627855300	Frank Michael	Waukesha	NEW BERLIN CITY	14100	W NATIONAL AVE	S SUNNYVALE	Standard
20190100048	01/02/2019 09:2...	01/02/2019 09:27:17 AM	Mike's Testing	2626262947	Frank Michael	Sheboygan	SHEBOYGAN CITY	714	S WATER ST	VIRGINIA ST	Relo-Crew On Site
20190100044	01/02/2019 09:2...	01/02/2019 09:19:28 AM	Mike's Testing	2626262947	Frank Michael	Waukesha	BUTLER VILLAGE	12895	W Lancaster AVE	S SUNNYVALE	Standard

To search for your previous tickets, you access the Search section on the left side of your main page. Below Search you will see Ticket with a plus sign next to it. Click the plus sign to show the ticket searching options below. You will have 2 searching options.

1. **Excavator Search** – The Excavator search option will open a new window where you can select from many searchable filters.

Ticket - Excavator Search

First Start Date Time: 01/03/2019 **1**

Last Start Date Time: 01/04/2019

Company Phone: **2**

Caller Name: **3**

County: **4**

Place (Municipality): **5**

Address: **6**

Street: **7**

Intersection 1: **8**

Ticket Type: **9**

Ok Cancel

1. **First and Last Start Date Time** – This allows you to search on a date range. Please try and keep your searches to no more than one month at a time.

2. **Company Phone** – The main phone number in the Caller contact area of the Geocall ticket taking application.

3. **Caller Name** – The person who filed the ticket.

4. **County** – The county listed in the work location.

5. **Place (Municipality)** – The municipality listed in the work location.

6. **Address** – The address of the work location.

7. **Street** – The street the work is taking place on.

8. **Intersection 1** – The intersecting street listed in the work location.

9. **Ticket Type** – The ticket type selected from the list in the ticket entry application.

You can use any combination of the filters when you conduct your search. When you click OK, the results will appear in the main window to the right.

2. **Excavator By Number** – This is a simple search that just opens a small window for you to enter a ticket number. You can only enter a ticket number in this search.

3. **Search Results Columns** – These columns across the top correspond to the fields from the ticket. Each column can be moved by clicking and dragging. Each column can also be sorted in ascending or descending order by clicking on the column header. Each column will also have an arrow appear if you hover over the right side of each column. That arrow has other organizing options which will be explained in the Training video.

4. **Search Results Buttons** – These buttons have a variety of actions associated with them.

Refresh – The 2 arrows forming a circle is your refresh button. It will refresh the search.

Export – This button will export your ticket search results into an Excel CSV file. When you click the button, your browser will download and save the exported CSV file to your PC.

Clear Filters – This button will clear any filters set by using the column header arrow filter options.

Ticket - Excavator By Number

Number:

Ok Cancel

Action – Action has 2 options: Print and Sent To. Print will print the ticket to your local printer. Send To opens a small window that allows you to enter an email address and email that ticket to anyone you wish.

View – Allows you to view the history for that ticket.

New – Will open a new ticket window.

Replicate – Will copy the selected ticket's information into a new ticket for processing.

Update – Will open the selected ticket and make it available for further action (Cancel, Correction, Update, Relocate.) This is explained in greater detail in the training video.